



TEST PROGRAM COORDINATOR

\$4798 - \$5997

THE ORGANIZATION

CPS Human Resource Services was created in 1935 as a state agency to improve efficiencies, provide cost-effective services, and advance quality personnel practices to its clients. Today, CPS operates under the same philosophy, as a Joint Powers Authority.

CPS is a governmental agency created to assist public employers develop and enhance human resource programs. CPS is a self-supporting public agency offering a full range of human resource products and services. Among the services provided to clients are test development and administration, classification and compensation studies, executive recruitments, organizational development, strategic compensation design and implementation, human resource training, performance management, and workforce planning. CPS is operated by a nine member Board of Directors including the City of Anaheim, California State Personnel Board, County of Sacramento, City and County of San Francisco, East Bay Municipal Utility District, State of Wisconsin, City of Las Vegas, County of Sonoma, and Hayward Unified School District. Our vision is to improve Human Resources in the public sector. Core values promote client satisfaction, high quality of work life, and financial returns that assure long-term sustainability.

THE POSITION

CPS Human Resource Services is undergoing rapid expansion and is seeking enthusiastic, motivated individuals to coordinate test administration services in our Sacramento office.

CPS administers and scores written, oral, and performance examinations for local, state, and federal agencies. The Test Program Coordinator is a primary contact for clients, and is responsible for marketing services, pricing and negotiating contracts, and administering test administration and selection contracts. Incumbents plan major testing events; obtain local facilities, proctors, and consultants; prepare materials and train staff; and supervise staff that screen and process applications, prepare test materials, administer, evaluate, score tests, and prepare examination results. Incumbents resolve challenges or complaints regarding test administration and ensure high quality processes and outcomes. As part of the extensive marketing effort and to ensure smooth test and selection administration, incumbents travel nationwide and meet with potential and existing clients to develop, negotiate, and administer business contacts.

KEY CHALLENGES

- Market CPS services to a broad array of clients, provide accurate costing, and negotiate contract provisions
- Administer multiple contracts and projects simultaneously and in multiple locations

- Supervise staff at remote locations
- Oversee the processing, registration, administration, and scoring of tests
- Resolve problems calmly and creatively
- Resolve disputes fairly and quickly
- Maintain integrity of testing process
- Develop and maintain effective working relationships with local, state, and federal agencies

QUALIFICATIONS

Successful candidates are expected to possess the following:

ABILITY TO:

- Work accurately amid multiple priorities
- Develop creative solutions to a variety of circumstances and demands
- Plan, schedule, and administer large, complex projects or events
- Work independently
- Resolve complex business problems
- Learn test development, test validation, and selection techniques
- Accurately project contract costs
- Negotiate contract terms and costs
- Travel occasionally (10-30% depending on program assignments)
- Work irregular hours

SKILLS:

- Strong organizational and planning skills
- Strong problem resolution skills
- Excellent interpersonal skills
- Computer competency in the use of database applications, Excel, and Word
- Supervisory skills
- Multitasking competencies to manage multiple large, simultaneous events or projects in a variety of locations
- Customer service skills

KNOWLEDGE OF:

- Basic principles and practices of public/business administration
- Principles and practices of hiring, supervision, and training
- Basic principles of project management
- Basic statistics

EDUCATION:

The ideal candidate will possess a Bachelor's degree in business or public administration, communications, public relations, social or natural sciences, or related field.

EXPERIENCE:

Five years of increasingly responsible professional level analytical, planning, event coordination, project management, or production management experience is desired. Any combination of education and experience that provides the desired competencies is qualifying. Candidates with strong experience who lack the degree are encouraged to apply.

PHYSICAL AND MENTAL REQUIREMENTS:

- Vision sufficient to read and monitor events
- Considerable amount of standing and walking

SALARY AND BENEFITS

SALARY

The salary range for Test Program Coordinator is \$4798-\$5997 per month, with the potential for team-based and individual performance bonuses

BENEFITS

Insurance – CPS provides health, dental, vision, life and long-term disability plans

Leave – CPS provides a generous leave plan including 16 personal leave days per year (vacation and incidental illness), 6 long-term sick leave days per year (which may be accrued), and 7 regular and 4 floating holidays.

Retirement – CPS is a CalPERS member with 2% at 55 retirement. CPS also offers a 457 plan. CPS does not participate in Social Security, except for Medicare.

Flexible Spending – CPS offers a Dependent Care Assistance Plan and a Health Care Spending Account.

SELECTION PROCESS

Qualified candidates should submit a detailed resume, including mailing address, educational history, employment history and dates of employment in a Word 6.0+ or RFT format to: programcoordinator@cps.ca.gov. Faxes will not be accepted.

CPS IS AN AT-WILL/EQUAL OPPORTUNITY EMPLOYER